



# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY ....

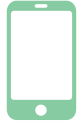
**6%**   
**FEWER**  
 ROADWAY FATALITIES  
 THAN LAST YEAR




**22.5%**   
**FEWER**  
 EMPLOYEE-RECORDABLE  
 INCIDENTS

 **87%**  
 SEAT BELT USE  
 IN 2023

## SERVICE ....

 **76%**  
 CUSTOMERS  
 SATISFIED  
 WITH MODOT  
 CUSTOMER  
 SERVICE

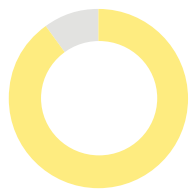
 **6.6%**  
 INCREASE IN  
 SOCIAL MEDIA  
 FOLLOWERS

 RUSH  
 HOUR  
 TRAVEL TIMES  
 KC:  **1.7%**  
 SL:  **-1.2%**

 **97%**  
 PROJECTS  
 COMPLETED  
 ON TIME

## STABILITY ....

 **14.06%**  
 EMPLOYEE  
 TURNOVER  
 PROJECTED FOR FY24

 **89.2%**  
 MAJOR  
 HIGHWAYS  
 IN GOOD  
 CONDITION

 **804**  
 BRIDGES  
 IN POOR  
 CONDITION